MITEL NETWORKS

5201 | IP Phone

USER GUIDE

MITEL | it's about YOU

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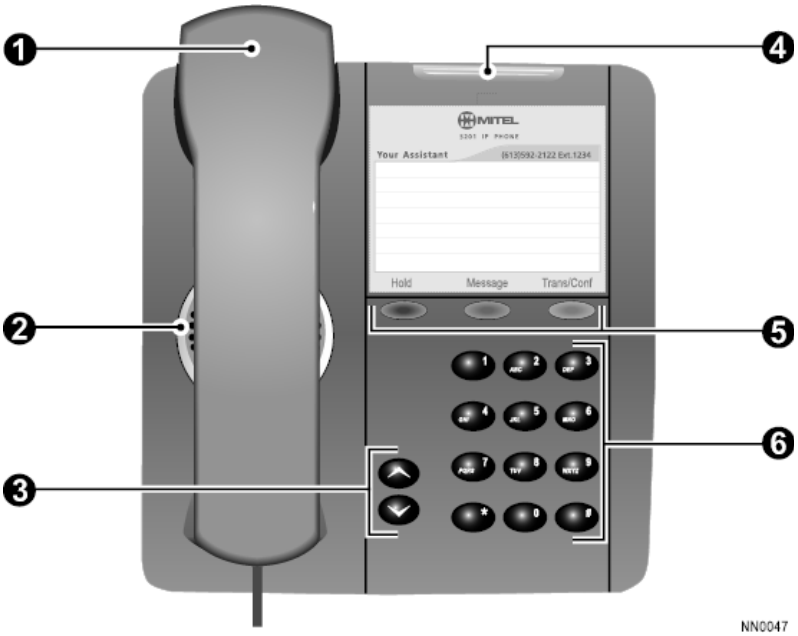
ABOUT YOUR PHONE

The MITEL NETWORKS 5201 IP PHONE has five fixed-function keys (**HOLD, MESSAGE, TRANS/CONF,** , ,) and a Message indicator.



1. Handset
2. Speaker
3. Volume Control
4. Message Waiting Indicator
5. Function Keys
6. Keypad

Telephone status indicators

Line Status	**Indicator Meaning**
Idle	Off
Busy	On
Ringing	Flashing slowly
On hold at your phone	Flashing rapidly
On hold at another phone	Flashing slow on/fast off

About Feature Access Codes

Use of some features requires dialing access codes. The codes are flexible and may be different than those in this guide. Ask your Administrator for a list of codes you should use.

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

CUSTOMIZING YOUR PHONE

Ringer Control

To adjust the Ringer Volume while the phone is ringing:

- Press ^ or v.

To adjust the ringer pitch:

1. Lift the handset.
2. Dial **02**.
3. Dial **33**.
4. Press ^ or v.
5. Hang up.

Handset Receiver Volume Control

To adjust the Handset Receiver Volume when you are using the handset:

- Press ^ or v.

MAKING AND ANSWERING CALLS

Make a Call

1. Lift the handset.
2. Dial the number.

Answer a Call

- Lift the handset.

Redial

To redial the last number that you manually dialed:

1. Lift the handset.
2. Dial **30**.

CALL HANDLING

Hold

To place a call on Hold:

- Press **HOLD**.

To retrieve a call from Hold:

- Press **HOLD**.

To retrieve a call that has been placed on Hold at another extension:

1. Lift the handset.
2. Dial **23**.
3. Dial the number of the extension that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press **TRANS/CONF**.
2. Dial the number of the third party.
3. Do one of the following:
    - To complete the Transfer, hang up.
    - To announce the Transfer, wait for an answer, consult, and hang up.
    - To cancel the Transfer, press **TRANS/CONF**.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **TRANS/CONF**.

To leave a Conference:

- Hang up.

Broker's Call

To call another party when you are in an established two-party call:

1. Press **TRANS/CONF**.
2. Dial the number.

To alternate between the two parties:

- Press **TRANS/CONF**.

Call Forward

To program and activate Call Forward:

1. Lift the handset.
2. Do one of the following:
   - To redirect internal calls, dial **04**.
   - To redirect external calls, dial **05**.
   - To redirect both internal and external calls, dial **03**.
3. Do one of the following:
   - To redirect all calls, press **1**.
   - To redirect calls when your telephone is busy, press **2**.
   - To redirect calls when you don't answer, press **3**.
   - To redirect calls when your telephone is busy or when you don't answer, press **4**.
4. Dial the destination number.
5. Hang up.

To cancel Call Forward:

1. Lift the handset.
2. Do one of the following:
   - To cancel the redirect of internal calls, dial **04**.
   - To cancel the redirect of external calls, dial **05**.
   - To cancel the redirect of both internal and external calls, dial **03**.
3. Hang up.

Call Forward - I'm Here

To forward calls from a remote extension to your current location:

1. Lift the handset.
2. Dial **06**.
3. Dial the number of the remote extension.
4. Hang up.

To cancel Call Forward - I'm Here from the extension that set the remote forwarding:

1. Lift the handset.
2. Dial **07**.
3. Dial the extension of the remote extension.
4. Hang up.

To cancel Call Forward - I'm Here from the extension that was forwarding:

1. Lift the handset.
2. Dial **03**.
3. Hang up.

Messaging - Callback

To leave a Callback Message on a telephone when you hear busy or ringback tone:

- Press **MESSAGE**.

To respond to a Message Waiting condition on your telephone:

1. Lift the handset.
2. Press **MESSAGE**.

A call is placed to the message sender (voice mail system or extension user) that left the oldest message.

If the extension is busy or the user does not answer, you can send the user a Callback message by pressing the **MESSAGE** key again. This cancels the Callback message on your extension.

USING ADVANCED FEATURES

Account Codes

To access a trunk via Account Code entry:

1. Lift the handset.
2. Dial **01**.
3. Dial the Account Code digits followed by **#** if required.
   Whether the # is required depends on system programming. If you omit it and do not hear dial tone shortly after entering the last digit in the account code, press #. Wait for dial tone, and then proceed to the next step.
4. Dial the trunk call.

Callback

To request a Callback when you reach a busy extension:

1. Dial **20**.
2. Hang up.

To request a Callback when the extension does not answer:

1. Hang up.
2. Lift the handset.
3. Dial **43**.
4. Dial the number of the unanswered extension.
5. Hang up.

To answer a Callback:

- Lift the handset.

Call Park

To park a call:

1. Press **TRANS/CONF**.
2. Dial **33**.
3. Hang up.

To retrieve a parked call from your phone:

- Lift the handset.

To retrieve a call parked by another extension:

1. Lift the handset.
2. Dial **23**.
3. Dial the number of the extension that parked the call.

Call Pickup

To answer a call that is ringing at another extension in your Pickup Group:

1. Lift the handset.
2. Dial **08**.

To answer a call that is ringing at a extension not in your Pickup Group:

1. Lift the handset.
2. Dial **09**.
3. Dial the number of the ringing extension.

Call Park - Destination Phone

Call Park - Destination Phone allows you to park an answered call on another phone. If a parked call is not retrieved after a specified length of time, a reminder occurs.

To park an active call on another phone:

1. Press **TRANS/CONF** to get dial tone.
2. Dial ***62**, and then dial the extension of the destination phone.
   If the call is parked successfully, dial tone, busy tone or a page occurs. If the call is not parked, reorder tone occurs.

To retrieve a call parked on another phone:

- Dial ***22**.

Campon

To campon to a busy extension:

- Wait for the 10-second time-out period to expire.

Do Not Disturb

To activate Do Not Disturb:

1. Lift the handset.
2. Dial **10**.
3. Dial **1**.
4. Hang up.

To deactivate Do Not Disturb:

1. Lift the handset.
2. Dial **10**.
3. Dial **2**.
4. Hang up.

Override

To use Override when you encounter busy tone:

- Dial **31**.

Paging - PA

To use Paging:

1. Lift the handset.
2. Do one of the following:
   - To page the default zone, dial **12**.
   - To page a specific zone, dial **13** followed by the zone number (0-9).
3. Make the announcement.

Paging - Direct

To page an extension that has Whisper Announce or Off-Hook Voice Announce enabled:

1. Lift the handset.
2. Dial ***48**.
3. Dial the extension number.
4. Page the called party.

Paging - All Set

To page all telephones simultaneously through their speakers:

1. Lift the handset.
2. Dial ***48**.
3. Press ***.
4. Page the called party.

Paging - Group

To page all extensions in a paging group simultaneously through their speakers:

1. Lift the handset.
2. Dial ***48**.
3. Press **#**.

Intercom

An Intercom call is a call between two extensions, which either pages or rings the called extension.

To switch between a ringing intercom call to a paged intercom call:

1. Make a call.
2. Dial ***48**.

Reminder

To set or modify a timed reminder:

1. Lift the handset.
2. Dial **32**.
3. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
   You hear dial tone if the time is valid; reorder tone if it is invalid.

To cancel a timed reminder:

1. Lift the handset.
2. Dial **32**.
3. Hang up.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

Reminder - Multiple

To set multiple reminders (up to three):

1. Lift the handset.
2. Dial **32**.
3. Dial # followed by the number of the timer (#1, #2, or #3). To repeat the timer daily, dial *.
4. Set a time by entering the hour and minutes in 24-hour format. For example, entering 1415 sets a reminder for 2:15 PM.
   You hear dial tone if the time is valid; reorder tone if it is invalid.
5. Repeat for each additional timer.

To cancel the Timer 1 reminder:

1. Lift the handset.
2. Dial **32** followed by 9999.
3. Replace the handset.

The reminder is cancelled.

To cancel multiple reminders:

1. Lift the handset.
2. Dial **32**.
3. Dial # followed by the timer number (#1, #2, or #3).
4. Dial 9999.
5. Replace the handset.

To acknowledge the reminder (indicated by five rings).

- Lift the handset.

Phonebook

To access the Phonebook:

1. Dial ***65**.
2. Using the keypad, enter the name or extension of the person you wish to call.

Note: Only extensions that have a voice mailbox can be dialed using Phonebook.

Door Opener

Door Opener allows you to operate a third-party door opener. For example, when someone requires entry into a third-party building, a designated extension (or extensions) rings and on answering, the extension user can dial a feature access code to open the door.

To use Door Opener:

- Dial ***65**.

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